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Questionnaire for Courteous and Responsive Treatment

Please rate the following statements based on your experience by circling the number that corresponds to your response:

	Strongly Agree	2	Neither Agree Nor Disagree	4	Strongly Disagree	No Contact
<i>Courtroom personnel:</i>						
1. Are friendly and courteous	1	2	3	4	5	9
2. Are available to answer my questions	1	2	3	4	5	9
3. Know the answers to my questions	1	2	3	4	5	9
4. Are willing to take time to explain things to me	1	2	3	4	5	9
<i>Court Administrator's Office personnel:</i>						
5. Are friendly and courteous	1	2	3	4	5	9
6. Are available to answer my questions	1	2	3	4	5	9
7. Know the answers to my questions	1	2	3	4	5	9
8. Are willing to take time to explain things to me	1	2	3	4	5	9
<i>Court Clerk's Office personnel:</i>						
9. Are friendly and courteous	1	2	3	4	5	9
10. Are available to answer my questions	1	2	3	4	5	9
11. Know the answers to my questions	1	2	3	4	5	9
12. Are willing to take time to explain things to me	1	2	3	4	5	9

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13. Have you had occasion to speak to and/or be spoken to by a judge of this court? (Please check your response.)

☐ Yes

☐ No

☐ Don't know

14. If "Yes," how respectfully were you treated? (Please circle your response.)

Very
Respectfully
1

Respectfully
2

Indifferently
3

Disrespectfully
4

Very
Disrespectfully
5

15. Have you had occasion to observe a judge of this court carry out his or her official duties? (Please check your response.)

☐ Yes

☐ No

☐ Don't know

16. If "Yes," how respectfully do you feel the judge treated the people with whom she or he was working? (Please circle your response.)

Very
Respectfully
1

Respectfully
2

Indifferently
3

Disrespectfully
4

Very
Disrespectfully
5

Background

Please provide the court with some background information. This information will provide a context for interpreting the results.

17. On average, how often are you in the courthouse? (Please check one.)

☐ Daily

☐ For limited periods (e.g., jury duty)

☐ Weekly

☐ Other: _____

☐ Monthly

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18. Please describe your relationship to the court. (Please check one.)
(Adapt as appropriate for each survey group.)

☐ Attorney

☐ Attorney

☐ Probation Officer

☐ Security Officer of the Court

☐ Public Defender

☐ Court Reporter

☐ Social Agency

Case Worker

☐ Court Employee (other than
security or probation officer)
who works in the courthouse

☐ Title Searcher

☐ Other (please specify):

19. Gender: ☐ Male ☐ Female

20. Age:

☐ 18-24

☐ 35-44

☐ 55-65

☐ 25-34

☐ 45-54

☐ 55-65

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21. Race/Ethnicity:

☐ African American

☐ Asian American/Pacific Islander

☐ Caucasian American

☐ Hispanic American

☐ Native American

☐ Other (please specify):

22. Highest grade completed:

☐ Eighth grade

☐ Four years of college

☐ Twelfth grade

☐ Postgraduate study

☐ Two years of college

☐ Other (please specify):

Comments: *Please provide comments about particular service areas in the courthouse that you think are doing particularly well or that need improvement.*
